**Job Description**

**Job Title: Office and Data Lead (Pathways)**

**Hours**: **35 hours**

**Salary: £38,571**

**Responsible to:** **Head of Health & Wellbeing**

**Background**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector.**

BVSC is a member of a local consortium, called One Bexley, where eight voluntary sector organisations have come together to support local people with care and support needs in new and sustainable ways. The consortium will work as “Trusted Partners” to enable people to find the right support services that meet their needs and fulfil their personal goals – supporting them to maintain their independence for as long as possible and helping them to plan ahead.

The consortium service requires a role that focuses on data analytics and acting as a central point of access for consortium partners, residents, referrers, and adult social care, providing information and facilitating access to the service. Operating from 9am-5pm, Monday to Friday, this role will serve as the intermediary between the Local Authority and One Bexley, addressing day-to-day queries and overseeing referral processes into the consortium.

**Key Duties**

* Managing Pathways Triage, including the calls received and allocation of referrals, and feeding back relevant data to Lead Contractor & One Bexley Consortium
* Provide Line-manager support to the Single Point of Contact Triage officer and support with the day-to-day elements of triage where required
* Create template(s) for referral and performance monitoring to support One Bexley and the Lead Contractor
* Be responsible for producing analytical data, trend analysis & performance reports for One Bexley and the Lead Contractor, including the monthly KPI documentation, utilising various data sources including reports provided by London Borough of Bexley
* Maintain and update SharePoint site(s) to be used as the central resource area
* Ensure information and advice regarding wider voluntary sector services/activities is consistent, up-to-date, and available to consortium members via SharePoint site(s)
* Monitor availability of consortium partners and demands upon the service
* Support the Lead Contractor with suggestions for training and process improvements for example complaints & incident logging
* Support the Lead Contractor with the creation of process flows and how to guides for systems and general best practice
* Monitor all referral pathways, and keep an accurate overview of numbers and statistics
* Preparation of reports, monthly e-bulletins, publicity materials and monitoring in partnership with Lead Contractor
* Raise the profile of the single point of access for information/advice in community networks and other relevant events
* Act as the intermediary between the London Borough of Bexley and the consortium for day-to-day queries, and continue to build relationships with both LBB colleagues and consortium members
* Attend staff meetings, supervision and training as required
* To comply with, and share responsibility for ensuring the implementation of, BVSC policies and procedures and key legislation such as GDPR and Safeguarding
* Undertake any other duties that may reasonably be assigned from time to time including travel throughout the borough to attend events and meet with volunteers and organisations.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services.

**If you’d like to apply, please submit your CV and supporting statement by 5pm Tuesday 25th February 2025.

Your supporting statement should address the points raised in the Job Description and Personal Specification. We expect no less than two pages, and no more than four pages.**

**If you have not heard from us by Friday 28th February, please assume that you have not been shortlisted. Applicants who have been shortlisted will be invited to interview on Monday 3rd March.

If you would like an informal chat, please contact Kelly Galloway (****kelly@bvsc.co.uk** **or 01322 524 682) to arrange a call. We will respond to any queries received after this date by email.

Previous applicants need not apply.**

**Please refer to the key skills below:**

**Key**

Demonstrate suitability via: A-Application, I-Interview, T-Test

Skills and Experience

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| **Essential**  |
| Administration experience  | A, I,  |
| Experience of line-management and line-management principles  | A,I |
| Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people demonstrating empathy and understanding | A, I,  |
| Experience of working within a framework of confidentiality and with access to sensitive personal data | A,I |
| Excellent IT skills including previous use of Microsoft Office and CRM database systems. Must have advanced skills and knowledge for Microsoft Excel | A, I, T |
| Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed | A, I,  |
| A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines | A, I |
| Able to work on your own initiative and meet deadlines | A,I |
| Enthusiasm, flexibility and a positive ‘can do’ attitude | A, I, |
| **Desirable**  |
| Existing knowledge of local voluntary sector services and resources and understanding of Health and Social Care Services | A, I,  |
| Experience of working in an environment supporting people with a variety of needs (for example with older people or within mental health) | A, I |
| Experience of using Liquid Logic  | A, I |
| Knowledge of the Care Act 2014 | A,I |